



PeaceHealth

*The Spirit of Health*

# PeaceHealth Peace Island Medical Center Semiannual Quality Report

**January 2019 – June 2019**



## Quality Management System

- The Quality Plan describes the Quality Management System set by PeaceHealth Peace Island Medical Center (PIMC) to achieve its quality and safety objectives. The Plan also outlines the methods and practices by which quality and performance are measured, monitored, analyzed, and continually improved to optimize health outcomes.
- The Quality Management Committee provides the oversight to achieve the objectives set forth in the Plan and reports to the Community Governing Board to drive accountability.
- Due to PIMC's low volumes, one case can keep us from meeting targets on a given measure.
- Intense review of each case occurs to help us understand how the systems failed to achieve our goal and then to implement changes to the system in order to improve.



## Quality Measures and Performance

The Quality Management Committee monitors process and outcome measures to maintain safe, high quality care and to drive necessary improvement. PeaceHealth Peace Island has successfully met targets for key quality indicators, including but not limited to:

- Patient Safety Events
- Influenza Vaccination of caregivers
- Healthcare-associated Infections (e.g. CAUTI, CLABSI, C. diff, MRSA)
- Falls with harm
- Hospital Acquired Pressure Injuries
- Readmissions
- Median time from ED arrival to echocardiograph (ECG) exam
- Median time from ED arrival to transfer to higher level of care
- Patient Experience (Inpatient Overall, Nurse Communication, Would recommend hospital)
- Outpatient Diabetes Hemoglobin (HbA1c) Control



## Quality Measures and Performance (cont.)

PeaceHealth Peace Island has opportunities with the following quality measures:

- Patient Experience (Medical Practice Overall)
  - We are working to change the phone system to improve patients' experience when calling into the clinic, which has been documented as a dissatisfier for our clinic patients.



## Clinical Excellence Initiatives

PeaceHealth Peace Island, in alignment with the PeaceHealth System, has continued to focus on the following clinical excellence (quality) initiatives:

- Safety STOP
- Catheter Associated Urinary Tract Infections (CAUTI)
- Central Line Associated Blood Stream Infections (CLABSI)
- Procedural Safety (Time Out process)

PIMC also implemented a new clinical excellence initiative:

- Preventing Falls with Serious Injury





## Regulatory Update

In March, 2019, PeaceHealth Peace Island Medical Center experienced our annual accreditation survey.

- Surveyors from DNV-GL Healthcare were on site for 2 days reviewing documentation and observing processes and closed the survey cycle for this year.



## Quality Awards and Recognition

In June 2019, PeaceHealth Peace Island Medical Center received recognition from Premier Quest, a national quality organization:

- Finalist, Quest Award for High Value Healthcare, All Hospitals
- Winner, Quest Award for High Value Healthcare, Critical Access Hospital Category

The Washington Department of Health also recognized PeaceHealth Peace Island Medical Center by renewing the Trauma Level 4 designation. This Trauma designation is representative of the continuing teamwork by both PIMC and the EMS responders to give the best possible care to people on San Juan Island.